

### 3. Campus Hospitality

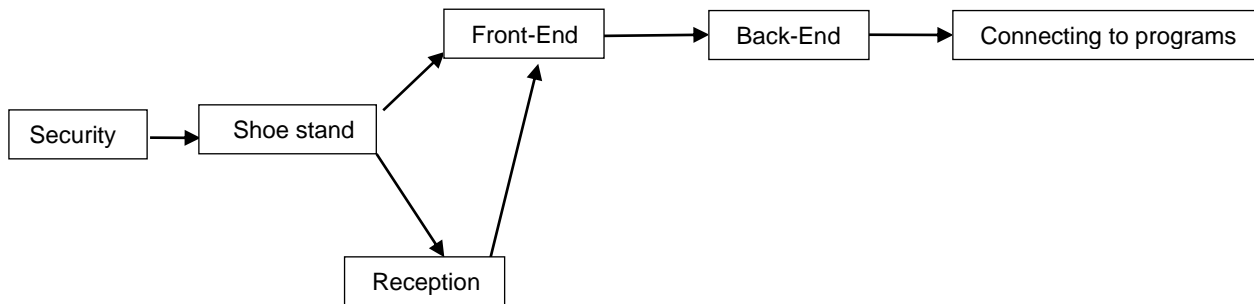
**Purpose** The purpose of this process is to ensure that every person/devotee who walks into temple will be given nice hospitality, care and concern. They should be made feel that they have finally walked into their eternal Home. They should be treated as special guests of Sri Sri Radha Gopinath.

	ACTIVITY GROUP		ACTIVITY
3.1	Security		
		3.1.1	Checking at Gate
		3.1.2	Directing to shoe-rack/Darshan
		3.1.3	Dealing with theft related issues
3.2	Shoe stall		Refer to Maintenance manual 4. . . *
3.3	Reception		
		3.3.1	Phone Calls Answer/Transfer
		3.3.2	Answering queries of New comers/devotees
		3.3.3	Couriers segregation and dispatching
3.4	Front-End		
		3.4.1	Receiving guests
		3.4.2	Showing around temple
		3.4.3	Counseling/ clarifying
		3.4.4	Prasadam/Charanamrita distribution
		3.4.5	Sunday feast newcomers
		3.4.6	Supporting activities
		3.4.7	Foreign guest reception
		3.4.8	Database collection
3.5	Back End		
		3.5.1	Database entry
		3.5.2	Follow up
		3.5.3	Connecting to preachers

#### RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
3.1	Security	HOD-Security	HOD-Security		Incharge-devotee	Incharge-devotee
3.2	Shoe stall	HOD-Maintenance	HOD-Maintenance		Incharge-devotee	Incharge-devotee
3.3	Reception	HOD-Reception	HOD-Reception		Shift-Employee	Shift-Employee
3.4	Front-End	HOD-GR	HOD-GR		FE-Incharge	FE-Incharge
3.5	Back End	HOD-GR	HOD-GR		BE-Incharge	BE-Incharge

## **Activity Flow**



### Activity Group 3.1 Security

Sr. No	Activity	Owner
3.1.1	Checking at Gate	Security supervisor
	Checking at Gate: The system will scan the people who are entering the temple and sufficient care is taken that imposters will not enter. Their luggages are also checked.	
3.1.2	Directing to shoe-rack/Darshan	Security at main gate
	Directing to shoe-rack/Darshan: The system will make sure that new comers will know where shoe rack is there and how go to temple hall.	
3.1.3	Dealing with theft related issues	Security supervisor
	Dealing with theft related issues: This system will ensure that theft related issues that happen in temple are quickly addressed and corresponding action is taken.	

## **Task Information**

		<u>By When</u>	<u>By Who</u>
3.1.1	Checking at main gate	Before	Security at

		entering Gate	main gate
3.1.1.1	Observing face feelings	Throughout 3.1.1.2-4	Security at main gate
3.1.1.2	Passing through metal detector	After 3.1.1.1.1	Security at main gate
3.1.1.3	Hand checking	After passing through metal detector	Security at main gate
3.1.1.4	Checking baggage	After hand checking	Security at main gate

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.1.2</b>	<b>Directing to shoe-rack/Darshan</b>	<b>Security at main gate</b>
	Directing to shoe-rack/Darshan: The system will make sure that new comers will know where shoe rack is there and how go to temple hall.	

**i Task Information**

		<b>By When</b>	<b>By Whom</b>
<b>3.1.2</b>	<b>Directing to shoe-rack/Darshan</b>	After 3.1.1.1	Security at main gate

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.1.3</b>	<b>Dealing with theft related issues</b>	<b>Security supervisor</b>
	Dealing with theft related issues: This system will ensure that theft related issues that happen in temple are quickly addressed and corresponding action is taken.	

**i Task Information**

		<b>By When</b>	<b>By Whom</b>
<b>3.1.3</b>	<b>Dealing with theft related issues</b>		Supervisor
3.1.3.1	Noting the complaint		
3.1.3.2	Observing concerned areas through already recorded videos (through cc camera)		Security in-charge
3.1.3.3	Identifying thief		Security in-charge
3.1.3.4	Communicating thief's photo to all other security staff in temple		Supervisor
3.1.3.5	Catch the thief in his next visit		Supervisor

3.1.3.5.1	If stolen property is of guest/temple visitor's, inform them of thief and leave the further decisions on them e.g taking thief to police station etc.,		Security in-charge
3.1.3.5.2	If stolen property is of temples		Security in-charge
3.1.3.5.2.1	If it is first level theft, security warns thief and send him with warning not to be seen again		Security in-charge
3.1.3.5.2.2	If it is second level theft, take the thief to police station (this is done with suggestion of devotee polices in contact with security HOD)		Security in-charge

### **Rules**

a)	Every has to be checked
b)	Any VIP's should be escorted by corresponding temple authority
c)	During 1.15-4.30 PM , temple main gate is closed and whoever wants enter should have permission/escort of temple employee or resident
d)	Courier/vendors should be escorted/attended by particular departmental incharge
e)	Any major theft issues, they should be referred to devotees who are working in police department and decision to be taken according to their inputs.

### **Guidelines**

a)	Communicating arrival of VIP's to security at main gate
b)	If some known devotee is uncomfortable for checking, they can be exempted. This decision should be intimated to security incharge.
c)	Any doubtful person entering should be thoroughly checked and well monitored

### **Exceptions – What to do if...**

a.	Any exceptional cases should be informed to security incharge and decision has to be taken
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### **Job Aids**

a.	Metal detector
b.	Umbrella protection from sun-light
c.	Hand check detector
d.	Control room and cameras all over temple

### Activity Group 3.3 Reception

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.3.1</b>	<b>Phone Calls Answer/Transfer</b>	<b>Reception supervisor</b>
	Phone calls Answer/Transfer: This system is to ensure that all internal phone calls (inter com) and external phone calls are properly received and connected to required landline/mobile numbers	
<b>3.3.2</b>	<b>Answering queries of New comers/devotees</b>	<b>Reception supervisor</b>
	Answering queries of newcomers/devotees: This system is to ensure that newcomers/ devotees will be properly communicated about different temple programs and are directed to concerned devotees/departments for further information. This department also serves as first point of contact between temple and newcomers.	
<b>3.3.3</b>	<b>Couriers segregation and dispatching</b>	<b>Reception supervisor</b>
	Couriers segregation and dispatching: This system is to make sure that whatever couriers/posts that come to temple are segregated and informed to respective devotees. Those devotees who are in outstation or in satellite centres have to be communicated and necessary steps have to be taken to send couriers to their proper address.	

#### Task Information

		<u>By When</u>	<u>By Who</u>
<b>3.3.1</b>	<b>Phone Calls Answer/Transfer (4 different requests)</b>		Receptionist
3.3.1.1	Phone call from residents to connect to other resident either through mobile or inter com.		Receptionist
3.3.1.2	Phone call from residents (through mobile or intercom) to connect to mobiles or landlines outside temple network.		Receptionist
3.3.1.3	Phone call from outsiders to connect to temple residents or other departments		Receptionist
3.3.1.4	Sharing phone numbers and addresses of devotees		Receptionist

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.3.2</b>	<b>Answering queries of New comers/devotees</b>	<b>Reception supervisor</b>
	Answering queries of newcomers/devotees: This system is to ensure that newcomers/ devotees will be properly communicated about different temple programs and are directed to concerned devotees/departments for further information. This department also serves as first point of contact between temple and newcomers.	

**i Task Information**

		<b>By When</b>	<b>By Whom</b>
<b>3.3.2</b>	<b>Answering queries of New comers/devotees</b>		Receptionist
3.3.2.1	Being first contact, reception introduces whoever newcomers approach them about different temple programs and upcoming festivals.		Receptionist
3.3.2.2	Reception gives info about upcoming festivals, program schedules, who is SriBhagavatham speaker for that day, Dvadasi fast breaking time to congregation devotees whoever calls them for information		Receptionist
3.3.2.3	They change temple darshan display board		Receptionist
3.3.2.4	Collects Journey of Self Discovery course and Gopal Garden school admission forms		Receptionist

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.3.3</b>	<b>Couriers segregation and dispatching</b>	<b>Reception supervisor</b>
	Couriers segregation and dispatching: This system is to make sure that whatever couriers/posts that come to temple are segregated and informed to respective devotees. Those devotees who are in outstation or in satellite centres have to be communicated and necessary steps have to be taken to send couriers to their proper address.	

**i Task Information**

		<b>By When</b>	<b>By Whom</b>
<b>3.3.3</b>	<b>Couriers segregation and dispatching</b>		Receptionist
3.3.3.1	Couriers and posts are segregated and respective devotees are intimated.		Receptionist
3.3.3.2	Reception make sure that couriers and posts of devotees staying in satellite centers are sent to them safely		Receptionist
3.3.3.3	Telephone bills and electricity bills are collected and sent to accounts department.		Receptionist

**Job Aids**

a.	Two digital phones
b.	EPABX
c.	Telephones in all offices
d.	FAX machine
e.	Updated lists of Satsang Programs.
f.	Updated lists of Extension Centers.
g.	Information about Different departments and the corresponding responsible devotees.
h.	The list of BACE (Youths) Programs
i.	List of Upcoming Events

**Activity Group 3.4 Front End**

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>3.4.1</b>	<b>Receiving guests</b>	<b>FE-Incharge</b>
	Receiving guests: This process is to make sure that whoever comes to temple are properly received and feel as if they arrived home.	
<b>3.4.2</b>	<b>Showing around temple</b>	<b>FE-Incharge</b>
	Showing around temple: This process is to give guests an understanding of what this temple is about. FE-Incharge will take a tour around the temple and shows different dioramas etc., This is based purely on convenience and amicability of guests and FE-incharge	
<b>3.4.3</b>	<b>Counseling/clarifying</b>	<b>FE-Incharge</b>

	Counselling/Clarifying: This process solidifies connection between temple and guests. Guests become closer to temple. This process also depends on willingness of guests to open their hearts to FE-Incharge	
<b>3.4.4</b>	<b>Prasadam/Caranamrita distribution</b>	<b>FE-Incharge</b>
	Prasadam/Charanamrita distribution: This process makes sure that whoever come for Lord's darshan will honor prasadam and caranamrita.	
<b>3.4.5</b>	<b>Sunday feast Newcomers</b>	<b>FE-Incharge</b>
	Sunday feast Newcomers: This process ensures that newcomers for Sunday feast are not lost in crowd. They will be given proper reception, appreciation, attention and reciprocation in terms of mahaprasadam, lunch feast and special gifts. This is to encourage them to take part in further programs as much as possible.	
<b>3.4.6</b>	<b>Supporting activities</b>	<b>FE-Incharge</b>
	Supporting activities: This includes coordination with cleanliness department, kitchen and sound system department, deity department and accounts department to provide conducive atmosphere for properly treating guests	
<b>3.4.7</b>	<b>Foreign guest reception</b>	<b>FE-Incharge</b>
	Foreign guest reception: This process makes sure that foreign tourists visiting temple are given special care and attention by temple management.	
<b>3.4.8</b>	<b>Database collection</b>	<b>FE-Incharge</b>
	Database collection: This process is introduced so that whoever guest that comes into temple and got attracted to different programs/projects will be given much more encouragement to come again and again.	
<b>3.5.1</b>	<b>Database Entry</b>	<b>BE-Incharge</b>
	Database Entry: This process makes sure that contact details of guests are properly and promptly entered in database so that they can be intimated about future programs of their choice.	
<b>3.5.2</b>	<b>Follow up</b>	<b>BE-Incharge</b>
	Follow up: This process systematically deals with fanning spark of their Krishna consciousness, so that they can be brought under proper guidance of different preachers.	



<b>3.5.3</b>	<b>Connecting to preachers</b>	<b>BE-Incharge</b>
	Connecting to preachers: This process connects respective guests who are interested in sincerely and systematically pursue path of Krishna Consciousness are well directed to respective preachers.	

**i Task Information**

		<b>By When</b>	<b>By Who</b>
<b>3.4.1</b>	<b>Receiving guests</b>		
3.4.1.1	If the guest is coming for first time, as time permits, one can smile at guest and encourage him to take darshan.	First encounter for that particular visit (near temple hall)	FE-Incharge
3.4.1.2	If the guest has already contact with guest reception based on previous visits, one can receive guest with smile and nice words. Guest can be encouraged to take darshan. If required, guest can be received at main gate or near steps (based on priority and prior information of their visit)	First encounter for that particular visit	FE-Incharge
3.4.1.3	Based on sensitivities involved with guests, some of VIPs (on request and prior intimation by PR department) can be received with Maha-garland.	First encounter for that particular visit	FE-Incharge
3.4.1.4	Any old or physically disabled guests can be offered chair after they have taken their darshan.	First encounter for that particular visit	FE-Incharge
<b>3.4.2</b>	<b>Showing around temple</b>	Based on need, intimacy and interaction with guests	FE-Incharge
3.4.2.1	<b>Dioramas:</b> Showing dioramas present in ground floor like SrimadhBhagavatham, Lord Varaha pastime, Lord Narasimhadev pastime, Position and greatness of Lord Siva, Pastime of Lord Ramachandra, Appearance of Lord Krishna, Srimati Radharani, Krishna-Balaram, Brahma Vimohan Lila, Rasalila, Sri Panchatattva and five dioramas based on Srimadh BhagavadGita. Amount of content and depth can be based on time, place and circumstances		<u>FE-Incharge</u>
3.4.2.2	<b>Laxmi Narayan Mandir:</b> 100 years back ground, connection with Mahatma Gandhi and orphanage etc., can be explained.		<u>FE-Incharge</u>
3.4.2.3	<b>Matchless gift shop:</b> This place can be	<u>10AM to 8PM</u>	<u>Shop</u>

	more attractive to newcomers. They can buy many items like incense sticks, transcendental music, videos, DVDs, deities, photographs, herbal medicine, vegan cosmetics, saris, dhotis, very special Mahaprasad in the form of delicious cookies, rasagullas, rasamalai, cakes, pastries, sandesh and burfi. and so much more.		<u>incharge</u>
3.4.2.4	<b>Srila Prabhupad's diorama room:</b> This exhibition shows entire life story of ISKCON's founder acharya in cute diorama format.		<u>FE-Incharge</u>
3.4.2.5	<b>Govinda restaurant:</b> This is place where nice, delicious sanctified food is available. Many of guests love to have their dinner after spectacular sayana darshan.		<u>FE-Incharge and Govinda's staff</u>
3.4.2.6	<b>Festival darshans of Gopalji:</b> These are photo display of various darshans given Lord Gopal.		<u>FE-Incharge</u>
3.4.2.7	<b>Disciplic succession:</b> These are set of daoramas of various acharyas coming in disciplic line of Brahma Madhwa Gaudiya sampradaya. One can explain about four sampradayas and importance of disciplic succession.		<u>FE-Incharge</u>
3.4.2.8	<b>Four Acharyas:</b> These are dioramas of Four prominent Vaishnava acharyas of four disciplic successions. One can briefly explain lives and prominence of these acharyas.		<u>FE-Incharge</u>
<b>3.4.3</b>	<b>Counselling/clarifying doubts</b>		<u>FE-Incharge</u>
<b>3.4.3.1</b>	<b>Newcomers: Dealing with newcomers</b>		<u>FE-Incharge</u>
3.4.3.1.1	Give them temple brochure.		<u>FE-Incharge</u>
3.4.3.1.2	Inform about upcoming festivals, BG-course, etc		<u>FE-Incharge</u>
3.4.3.1.3	Direct them to satsang programs nearby to their staying place based on their interest		<u>FE-Incharge</u>
3.4.3.1.4	Explain Deities in our temple		<u>FE-Incharge</u>
3.4.3.1.5	Clarify any doubts they have according their receptivity		<u>FE-Incharge</u>
<b>3.4.3.2</b>	<b>College students: Dealing with college students</b>		<u>FE-Incharge</u>
<b>3.4.3.2.1</b>	Explain them about upcoming BG-course, PRERANA/CHETANA- youth festival programs, etc		<u>FE-Incharge</u>
<b>3.4.3.2.2</b>	If they seem more interested to know more, connect them to youth preachers		<u>FE-Incharge</u>
<b>3.4.3.3</b>	<b>Small children</b>		<u>FE-Incharge</u>
<b>3.4.3.3.1</b>	Give them more prasadam		<u>FE-Incharge</u>
<b>3.4.3.3.2</b>	Give them small photograph of Sri Sri RadhaGopinath		<u>FE-Incharge</u>
<b>3.4.3.3.3</b>	Neither be frivolous nor be harsh with them.		<u>FE-Incharge</u>
<b>3.4.3.4</b>	<b>Senior citizen:</b>		<u>FE-Incharge</u>
<b>3.4.3.4.1</b>	Just treat them nicely		<u>FE-Incharge</u>
<b>3.4.3.4.2</b>	Do not preach them heavily		<u>FE-Incharge</u>
<b>3.4.3.5</b>	<b>ISKCON devotees</b>		<u>FE-Incharge</u>
<b>3.4.3.5.1</b>	Observe Vaishnava Etiquette while dealing with them		<u>FE-Incharge</u>
<b>3.4.3.6</b>	<b>Life members</b>		<u>FE-Incharge</u>

<u>3.4.3.6.1</u>	No need of preaching to them; just be courteous.		<u>FE-Incharge</u>
<u>3.4.3.7</u>	<b>Press reporters/Journalists</b>		<u>FE-Incharge</u>
<u>3.4.3.7.1</u>	Generally these people come unassumingly, so be very careful in giving information.		<u>FE-Incharge</u>
<u>3.4.3.7.2</u>	If you do not know, do not exaggerate about anything		<u>FE-Incharge</u>
<u>3.4.3.7.3</u>	It is better to direct them to the president or senior devotee, who can give them relevant information.		<u>FE-Incharge</u>
<u>3.4.3.8</u>	<b>V.I.P.s:</b>		<u>FE-Incharge</u>
<u>3.4.3.8.1</u>	Although all types of people are treated properly, sometimes members of upper class societies, socially, politically influential people may come to visit the temple they should be treated very respectfully.		<u>FE-Incharge</u>
<u>3.4.3.8.2</u>	Someone should personally guide them, show them the temple campus, and explain about the deities as per 3.4.2		<u>FE-Incharge</u>
<u>4.1.4.3.8.3</u>	They can be offered Mahaprasad (after taking permission from COM)		<u>FE-Incharge</u>
<u>3.4.3.9</u>	As a common factor, we can clarify them about our temple programs, in general about ISKCON's activities and in particular our temples activities.		<u>FE-Incharge</u>
<u>3.4.3.10</u>	If some guest wants to share his/her personal problems based on time place and circumstances we can patiently spend some time with them and suggest them according to their capacity with a view of bringing them close to Lord Krishna.		<u>FE-Incharge</u>
<u>3.4.3.11</u>	How to discuss with guests		<u>FE-Incharge</u>
<u>3.4.3.11.1</u>	<b>Understanding</b> – First of all it is very important to understand a person properly, before one actually starts explaining about Krishna Consciousness philosophy to newcomer.		<u>FE-Incharge</u>
<u>3.4.3.11.2</u>	<b>Opening the talk</b> - One must open the talk on the right footing. This requires little practice & sensitivity. One can begin with some basic questions like Where do they stay? Whether they are having their own business/service? In case of students: What are they studying? How did they come to know about the temple?		<u>FE-Incharge</u>
<u>3.4.3.11.3</u>	<b>Developing the Talk</b> - One can preach according to the level & interest of the person. In this way one can develop the talk.		<u>FE-Incharge</u>
<u>3.4.3.11.4</u>	<b>Time</b> – If person seems in a hurry, don't take their valuable time in going into details, but just explain the basic things like timings of the temple, schedule of different spiritual talks in our temple or the programs nearby their place of staying and encourage them to come on such occasions. Such talks should be brief & meaningful. (In short you may give temple brochure, Radha Gopinath timing cards.		<u>FE-Incharge</u>

	While giving just show them the timings printed on the card.)		
<u>3.4.3.11.5</u>	<b>Closing the talk</b> – What to speak while departing is also important aspect of dealings. Don't close the talk with pushy words. e.g. if a person is not showing any interest in chanting, don't close the talk by saying "Chant and be happy." We should sincerely thank them for coming to temple and sparing their valuable time. We should encourage them to come again and ready to offer our services to them.		<u>FE-Incharge</u>
<u>3.4.3.11.6</u>	<b>Appreciation</b> – Many times visitors brings different types of offerings (like flowers, fruits, sweets, tulasi leaves, etc.) All these items should be used in Lord's Service. These offerings should not be kept here and there.		<u>FE-Incharge</u>
<u>3.4.3.11.7</u>	<b>Be warm</b> - If you are friendly people come close to you. Others also come and reveal their hearts to you. Preconceived notions about a person will obstruct our warmth.		<u>FE-Incharge</u>
<u>3.4.3.11.8</u>	<b>Pleasant</b> - as far as possible. Don't become repulsive. Welcome with a smile.		<u>FE-Incharge</u>
<u>3.4.3.11.9</u>	<b>Concerned</b> - Mayapur festival 1975 Srila Prabhupada's guru puja. Thousands of disciples assembled. Srila Prabhupada spotted injury of one amongst those thousands disciples and immediately arranged for his medication.		<u>FE-Incharge</u>
<u>3.4.3.11.10</u>	<b>Learning From them</b> – Somebody more experienced in their particular field may give some suggestions regarding improving the particular service. In such cases one should be open-minded. One should accept such guidance. One should not totally neglect it.		<u>FE-Incharge</u>
<u>3.4.3.11.11</u>	<b>Always give Prasadam.</b> One remembers the prasadam, though one may not remember what you preach.		<u>FE-Incharge</u>
<u>3.4.3.11.12</u>	<b>Be prepared to deal with one's material problem</b> Give sympathetic hearing to problems of the person, when you are preaching. A: at one's outset, B: after one starts chanting.		<u>FE-Incharge</u>
<u>3.4.3.11.13</u>	<b>Develop nice personal relations</b> a) Keep personal relations with all.		<u>FE-Incharge</u>
<u>3.4.3.11.14</u>	<b>Preach according to one's level</b> After having understood the person properly, one should try to guide him/her to a devotee or a counselor/mentor group who have similar interests. One should not try to solve all of their problems at the beginning, one should guide them to the proper devotees.		<u>FE-Incharge</u>
<u>3.4.3.11.15</u>	<b>Don't get into heated arguments</b> a) This is the biggest loophole. Some understand easily, but some take a lot of time. We want our speech to be fully		<u>FE-Incharge</u>

	accepted. Srila Prabhupada: If opponent is in a challenging mood, then best to give him prasadam.		
<b><u>3.4.4</u></b>	<b>Prasadam/Charnamrita distribution</b>		<u>FE-Incharge/Volunteer</u>
<b><u>3.4.4.1</u></b>	Prasadam: This includes Small luddus (made for all other days except Ekadasi), Ekadasi sweet, Sandhya arati Mahaprasad.		<u>FE-Incharge</u>
<b><u>3.4.4.1.1</u></b>	<b>Small luddus (On all days except Ekadasi)</b>		<u>FE-Incharge</u>
<b><u>3.4.4.1.1.1</u></b>	Preparation: Refer to Kitchen manual for recipe information		
<b><u>3.4.4.1.1.2</u></b>	Prepared for week on Sunday. On an average 200 per day and 1000 on Sunday are distributed		<u>FE-Incharge</u>
<b><u>3.4.4.1.1.3</u></b>	Stored in Guest reception locker and sufficient quantity is brought to Guest reception table as and when required		<u>FE-Incharge</u>
<b><u>3.4.4.1.1.4</u></b>	This prasadam should be distributed to all types of people that come to temple hall	<u>When they are leaving temple hall</u>	<u>Volunteer/FE-Incharge</u>
<b><u>3.4.4.1.2</u></b>	<b>Ekadasi sweet (Only Ekadasi days)</b>		
<b><u>3.4.4.1.2.1</u></b>	Preparation: Refer to kitchen manual for recipe information		
<b><u>3.4.4.1.2.2</u></b>	Prepared on Sunday prior to Ekadasi		<u>Volunteers</u>
<b><u>3.4.4.1.3</u></b>	<b>Sandhya Arati Maha prasad</b>		
<b><u>3.4.4.1.3.1</u></b>	Preparation: Refer to deity kitchen's manual for recipe information		
<b><u>3.4.4.1.3.2</u></b>	Collected from deity backup room on all days at 7.10 PM.		<u>Volunteer/FE-Incharge</u>
<b><u>3.4.4.1.3.3</u></b>	Stored in small steel box and distributed to VIP guests.		<u>FE-Incharge</u>
<b><u>3.4.4.2</u></b>	<b>Charanamrita: Distributing Maha water of Lord</b>	<u>8.30 AM to 1.15PM, 4.30PM to 9.15PM</u>	<u>Volunteer</u>
<b><u>3.4.4.2.1</u></b>	<b>Panchamrita:</b> Charanamrita prepared with five ingredients	<u>8.30 AM to 1.15 PM</u>	
<b><u>3.4.4.2.1.1</u></b>	Preparation: Refer to deity department manual		
<b><u>3.4.4.2.1.2</u></b>	It is filled in charanamrita vessel, with following paraphernalia spoon for serving, one charanamrita towel(available in deity backup room above refridgirator), a table and chair		<u>Volunteer/FE-Incharge</u>
<b><u>3.4.4.2.2</u></b>	<b>Maha water Charanamrita:</b> It is maha water of Lord which has to be collected from deity back up room. For paraphernalia refer to <u>3.4.4.2.1.2</u>	<u>4.30 PM to 9.15 PM</u>	<u>Volunteer</u>
<b><u>3.4.5</u></b>	<b>Sunday feast Newcomers</b>	<u>Sundays 2.30 PM to 4PM</u>	<u>FE-Incharge</u>
<b><u>3.4.5.1</u></b>	<b>Sunday feast announcements</b>	<u>After Sunday fest class</u>	<u>By Announcement incharge</u>

	<p><b>Welcoming:</b> Hare Krishna, First of all we would like to welcome those guests who have come to our Sunday feast program for the very first time.</p> <p><b>Introducing to guest reception:</b> Our reception in charge H.G. Gokulananda Prabhu and his team of devotees (pointing towards the deity of Hanumanji in the corner) will welcome you to Sri Sri Radha Gopinath Mandir by offering you the special Mahaprasadam of Their Lordships Sri Sri Radha Gopinathji and if you have any questions regarding Krishna Consciousness in general or any, this temple and its activities in particular, they will very happily answer your questions.</p> <p><b>Appreciating them:</b> So we would like to request those who have come for the first time to kindly stand in their places so that we can properly welcome them. Hare Krishna, we would like to thank you for taking out your very valuable time and coming to our temple for the Sunday Feast.</p> <p>We would like to pray at the lotus feet of Their Lordships Sri Sri Radha Gopinathji that let today's program be a very auspicious beginning for a long and blissful life in Krishna consciousness for all of you and that you may please keep coming back here every Sunday and enthusing us with your presence.</p> <p>So we would like to welcome all of you to our Sunday Feast program in our traditional style by loudly chanting three times</p> <p>Haribol! Haribol!! Haribol!!!</p> <p><b>Connecting them to Guest reception:</b> We request you to kindly assemble near Sri Hanumanji (pointing towards Hanumanji's deity) to meet H.G. Gokulananda Prabhu and Guest Reception team devotees after prasadam prayers are being chanted. If you are interested in receiving Radha Gopinath's special gift, then please inquire them.</p> <p>We request our devotees to keep sufficient room in that area (pointing towards Hanumanji's deity) for the newcomers and Guest Reception devotees).</p>		
3.4.5.2	<b>Receiving Sunday feast guests</b>	<u>After prasadam prayers</u>	<u>FE- Incharge</u>
3.4.5.2.1	After the announcements and prasadam prayers when guests come towards Guest		<u>FE- Incharge</u>

	Reception team devotees, they have to be separated as per the language of their choice. (English, Hindi, Marathi)		
3.4.5.2.2	Preacher should receive guests with warmth, greet them with gentle smile and offer them a comfortable place to sit in a semi-circle formation facing Srila Prabhupada.		<u>FE- Incharge</u>
3.4.5.2.3	The speaker should sit in such a way to enable proper eye contact and he can be heard clearly. (It is important to make them feel comfortable and receptive).		<u>FE- Incharge</u>
3.4.5.2.4	If the speaker finds someone shy, please make sure that he sits nearest to the speaker.		<u>FE- Incharge</u>
3.4.5.3	<b>Introduction:</b>		<u>FE- Incharge</u>
3.4.5.3.1	The speaker should give his/her name, occupation and his/her association with Hare Krishna mission (in short).		<u>FE- Incharge</u>
3.4.5.3.2	Ask the guest's name and occupation.		<u>FE- Incharge</u>
3.4.5.3.3	Small talk on Krishna Consciousness and ISKCON's activities		<u>FE- Incharge</u>
3.4.5.4	<b>About Srila Prabhupada and ISKCON</b>		<u>FE- Incharge</u>
3.4.5.4.1	Srila Prabhupada, his life and his mission		<u>FE- Incharge</u>
3.4.5.4.2	ISKCON, it's vision and activities		<u>FE- Incharge</u>
3.4.5.4.3	Temples in Mumbai		<u>FE- Incharge</u>
3.4.5.4.4	Sri Sri Radha Gopinath Mandir, its history and activities		<u>FE- Incharge</u>
3.4.5.5	<b>Various Activities in the temple for different age group of devotees</b>		<u>FE- Incharge</u>
3.4.5.5.1	For small children or their parents (GFS, LNHO, Gopal's Garden, Bal Utsav)		<u>FE- Incharge</u>
3.4.5.5.2	For Youths (Prerana for the boys and Chetana for the girls)		<u>FE- Incharge</u>
3.4.5.5.3	For householders (Counseling to men and women)		<u>FE- Incharge</u>
3.4.5.5.4	For senior citizens (Varishta Vaishnava Meetings)		<u>FE- Incharge</u>
3.4.5.6	<b>Activities according to the needs</b>		<u>FE- Incharge</u>
3.4.5.6.1	Educational (GFS, BACE, Seminars, GITA Courses, Value Education)		<u>FE- Incharge</u>
3.4.5.6.2	Physical (Mid-Day Meals)		<u>FE- Incharge</u>
3.4.5.6.3	Medical (Bhaktivedanta Hospital)		<u>FE- Incharge</u>
3.4.5.6.4	Spiritual (Morning Programs, Satsangs)		<u>FE- Incharge</u>
3.4.5.6.5	Cultural (Dramas)		<u>FE- Incharge</u>
3.4.5.6.6	Social (Govardhan Eco Village)		<u>FE- Incharge</u>
3.4.5.7	<b>Closing the Talk</b>		<u>FE- Incharge</u>
3.4.5.7.1	<b>Close the talk by saying</b> 'I hope you all have enjoyed the talk and take advantage of the facilities that we have created for you and your family to enhance your lives as so many others has'.		<u>FE- Incharge</u>
3.4.5.7.2	Request all to join in lunch prasadam.		<u>FE- Incharge</u>
3.4.5.8	Give them maha prasadam and Beautiful photo of Their Lordships Sri Sri RadhaGopinath.		<u>FE- Incharge</u>
<b>3.4.6</b>	<b>Supporting activities</b>		<u>FE- Incharge</u>
<u>3.4.6.1</u>	<b>Sound system in temple hall:</b> Loudness of kirtan in temple hall should not be too low or too high. For any further information refer to		

	sound sytem process document		
<u>3.4.6.2</u>	Cleanliness in and around temple hall: Temple hall and surrounding areas should be spotlessly clean. For any further information, refer 4.*.*		
<u>3.4.6.3</u>	<b>Donations by Guests:</b> How to receive donations given by guests (those who volunteered to donate)		<u>FE- Incharge</u>
<u>3.4.6.3.1</u>	If guests volunteered to donate, Guest reception incharge can connect them to accounts department. Refer to Accounts department manual for more details		<u>FE- Incharge</u>
<u>3.4.6.4</u>	Sponsorship: Well wishers desiring to sponsor lunch prasadam, deity services.		<u>FE- Incharge</u>
<u>3.4.6.4.1</u>	Co-ordinate with respective Departmental Heads.		<u>FE- Incharge</u>
<u>3.4.6.4.1</u>	Check with A/cs dept., and Kitchen Dept.,		<u>FE- Incharge</u>
<u>3.4.6.4.2</u>	Fix up a proper Date and amount of Sponsorship according to the menu.		<u>FE- Incharge</u>
<u>3.4.6.4.3</u>	Ask sponsors to bring tiffin box so that they can carry Mahaprasadam		<u>FE- Incharge</u>
<u>3.4.6.4.4</u>	Call them at proper time with tiffin box so that they can carry Mahaprasadam		<u>FE- Incharge</u>
<u>3.4.6.4.5</u>	See that security persons do not unnecessarily harass the guests		<u>FE- Incharge</u>
<u>3.4.6.4.6</u>	See that they get proper place for sitting		<u>FE- Incharge</u>
<u>3.4.6.4.7</u>	Plates are clean, provide spoons, if required, and glass of water		<u>FE- Incharge</u>
<u>3.4.6.4.8</u>	After Prasadam they do not have to struggle for washing plates etc. We only should wash		<u>FE- Incharge</u>
<u>3.4.6.4.9</u>	Give them the receipt of Sponsorship		<u>FE- Incharge</u>
<u>3.4.6.5</u>	<b>Offerings:(Neck beads,fruits,car keys etc.,)</b>		<u>FE- Incharge</u>
<u>3.4.6.5.1</u>	See that these items are actually offered in front of their Lordships and not kept inside.		<u>FE- Incharge</u>
<u>3.4.6.5.2</u>	Give them back after offerings are over, with some flowers, tulasi leaves or a maha garland.		<u>FE- Incharge</u>
<u>3.4.7</u>	<b>Foreign guest reception</b>		<u>FE- Incharge</u>
<u>3.4.7.1</u>	Contact with tourist guides: Need to maintain nice contact with tourist guides. They update us about when next batch of visitors arriv either by mail or phone.		<u>FE- Incharge</u>
<u>3.4.7.2</u>	Inform deity department to open deity room during those slots. Incase of bhoga offerings, they can use half curtain.		<u>FE- Incharge</u>
<u>3.4.7.3</u>	Reception: Incharge will receive them at main gate and lead them to shoe stall.		<u>FE- Incharge</u>
<u>3.4.7.4</u>	Small talk: Incharge will brief them about temple and its significance before taking them for darshan and temple tour. For more details on temple tour refer 3.4.2.		<u>FE- Incharge</u>
<u>3.4.7.5</u>	Escort them for darshan and explain about deities, Srila prabhupa, and different paintings as and when required.		<u>FE- Incharge</u>
<u>3.4.7.6</u>	They can offered as many luddu prasadams as they want.		<u>FE- Incharge</u>
<u>3.4.7.7</u>	Take them to gift table and give them few Srila Prabhupad books and Sri Sri		<u>FE- Incharge</u>



	RadhaGopinath photos. They need not be specially encouraged for donations in Hundi nearer to gift table. It is upto their willingness.		
<u>3.4.7.8</u>	Give them temple brochures, brochures of different projects, they can be given information about Govardhan Eco Village. If someone is interested for more information take their contacts and connect them to nearby ISKCON temple in their country.		<u>FE- Incharge</u>
<u>3.4.8</u>	<b>Database collection: For further follow up</b>		<u>FE- Incharge</u>
<u>3.4.8.1</u>	For any guest, unless they have reservations, request them to fill 'Contact details form-1'.		<u>FE- Incharge</u>
<u>3.4.8.2</u>	If some guest do not want share his/her contact, give him our contact details Contact details form-2'.		<u>FE- Incharge</u>
<u>3.4.8.3</u>	See that complete contact information has been filled up		<u>FE- Incharge</u>
<u>3.4.8.4</u>	The handwriting is legible		<u>FE- Incharge</u>
<u>3.4.8.3</u>	Email ID and Mobile numbers are written clearly, you may verify with them		<u>FE- Incharge</u>
<u>3.4.8.5</u>	If a guest has given his visiting card, please make sure that it is given to the devotee responsible for entering the data in the system.		<u>FE- Incharge</u>
<u>3.4.8.6</u>	To make sure to write the purpose of data collection. (For example: If a person has shown interest in a particular field, please make sure that those interests are marked in the database system for sending emails and sms)		<u>FE- Incharge</u>
<u>3.5.1</u>	<b>Database Entry</b>		<u>BE-Incharge</u>
<u>3.5.1.1</u>	<b>Data Entering</b>		<u>BE-Incharge</u>
<u>3.5.1.1.1</u>	Please go to the web admin section to enter the data.( <a href="http://www.iskconquests.com/webadmin">www.iskconquests.com/webadmin</a> )		<u>BE-Incharge</u>
<u>3.5.1.1.2</u>	Type user ID and password		<u>BE-Incharge</u>
<u>3.5.1.1.3</u>	Please enter the data filled in the slips in the appropriate fields.		<u>BE-Incharge</u>
<u>3.5.1.2</u>	<b>Data Verification</b>		<u>BE-Incharge</u>
<u>3.5.1.2.1</u>	This service is to verify the data already entered in the database system. This service involves checking all the information in the address pads with the contacts in the database system.		<u>BE-Incharge</u>
<u>3.5.1.2.2</u>	Please click on the following link <a href="http://www.iskconquests.com/webadmin/">http://www.iskconquests.com/webadmin/</a>		<u>BE-Incharge</u>
<u>3.5.1.2.3</u>	Enter your user ID and password		<u>BE-Incharge</u>
<u>3.5.1.2.4</u>	Please click on Modify/Delete Registration in Registration link		<u>BE-Incharge</u>
<u>3.5.1.2.5</u>	search by either First name, Last name, email or mobile number		<u>BE-Incharge</u>
<u>3.5.1.2.6</u>	The list shall populate at the bottom once you click on 'Get Records'.		<u>BE-Incharge</u>

<u>3.5.1.2.7</u>	On the right side of each record you shall see two icons of modify and delete.		<u>BE-Incharge</u>
<u>3.5.1.2.8</u>	If the possible record is visible in the list then click on the modify icon.		<u>BE-Incharge</u>
<u>3.5.1.2.9</u>	Then the complete form of that record shall appear.		<u>BE-Incharge</u>
<u>3.5.1.2.10</u>	Now you may tally that record.		<u>BE-Incharge</u>
<u>3.5.1.2.11</u>	Once the record is tallied/edited you may click on Modify button at the bottom.		<u>BE-Incharge</u>
<u>3.5.1.2.12</u>	Once the record is successfully saved, you may tally another record.		<u>BE-Incharge</u>
<u>3.5.1.2.13</u>	Once all the information is tallied, then you may cross mark completely on the address pad.		<u>BE-Incharge</u>
<b>3.5.2</b>	<b>Follow up</b>		<u>BE-Incharge</u>
3.5.2.1	<p><b>First contact :</b> The first contact starts the relationship i.e. now he/she is willing to know more about Krishna Consciousness and has given the name and address for further correspondence by post or e-communication to know different activities of temple (BG course, Youth festivals, Satsang programs, etc.)</p> <p>This can be through book distribution, after Sunday Festival, daily guest service, Harinam Sankirtan, through work connections, etc.,</p> <p>The essential thing is to take the name, address and all the other relevant information (phone numbers, Email address) of whoever shows some interest in Krishna Consciousness</p>		<u>BE-Incharge</u>
3.5.2.1.1	<b>Assigning important contacts:</b>		<u>BE-Incharge</u>
3.5.2.1.1.1	Assigning contacts for follow up is a responsible job. Contacts should go to the right devotees and should be followed up immediately. E.g. if some one is in the medical field, it is better to introduce him/her to someone in the same field. (The same can happen at 3.5.3 also)		<u>BE-Incharge</u>
3.5.2.1.1.2	Certain important and key contacts should be followed personally by a temple leader, or by a specialized preacher		<u>BE-Incharge</u>
3.5.2.1.2	<b>Selecting the best contact for special follow-up</b>		<u>BE-Incharge</u>
3.5.2.1.2.1	One must identify the best contacts and concentrate on them for further follow-up.		<u>BE-Incharge</u>
3.5.2.1.2.2	One can select the best contact according to age, area in which they live and comments given by them.		<u>BE-Incharge</u>
3.5.2.2	<b>Follow up by other means</b>		<u>BE-Incharge</u>
3.5.2.2.1	<b>Emails</b>		<u>BE-Incharge</u>
3.5.2.2.1.1	Emails can be sent based on inclination shown by guests to particular programs (as		<u>BE-Incharge</u>

	per contact database) e.g		
3.5.2.2.1.2	Emails can be sent according festivals happening in temple		<u>BE-Incharge</u>
3.5.2.2.2	<b>SMS communication:</b> 3.5.2.2.1 can be done through SMS also.		<u>BE-Incharge</u>
3.5.2.2.3	<b>Phone calls</b>		<u>BE-Incharge</u>
3.5.2.2.3.1	<b>Festival phone calls:</b>		<u>BE-Incharge</u>
3.5.2.2.3.1.1	<b>1. Beginning of the talk</b>  I (----- Das/ Dasi) calling on behalf of (- ----- Das/ Dasi) from (-----Name of the temple-----). We would like to invite you for the upcoming festival/s to be celebrated in the temple.  Following information can be kept ready before making the call.		<u>BE-Incharge</u>
3.5.2.2.3.1.2	<b>2. Festival details</b>  Date of the festival  Timings of the festival  Darshan timings  Description of the festival  Special arrangement during the festival (prasadam, shoe-service, car park,etc)  Name of the speaker  Duration and timings of the talk		<u>BE-Incharge</u>
3.5.2.2.3.2	<b>First follow up phone call</b>		<u>BE-Incharge</u>
3.5.2.2.3.2.1	One can start the call by saying, "Thank for coming for Sunday festival/general visit"		<u>BE-Incharge</u>
3.5.2.2.3.2.2	Take from them any missing details in their contact database.		<u>BE-Incharge</u>
3.5.2.2.3.2.3	Invite them for a follow up in the temple on a particular day in a week		<u>BE-Incharge</u>
<b>3.5.3</b>	<b>Connection</b>		<u>BE-Incharge</u>
<b>3.5.3.1</b>	<b>Connects potential visitors to respective preachers.</b>		

